User's Manual

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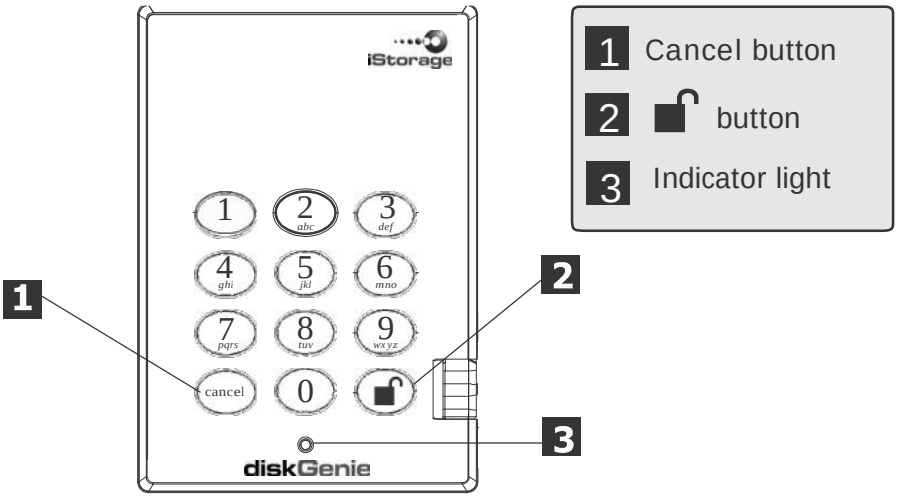
About the iStorage diskGenie Secure Drive

Looking for an effortless way to secure your data? The iStorage diskGenie Secure Drive is the ultimate portable hard drive and secure storage system. With an easy-to-use keypad design and software free setup, the iStorage diskGenie Secure Drive enables you to access the drive with your own unique pin. Featuring AES 256 bit hardware encryption, the iStorage diskGenie provides seamless real-time encryption, keeping your data safe even if the hard drive is removed from its enclosure.

Package contents

- iStorage diskGenie drive with integrated USB cable
- Travel pouch
- USB Y-cable
- Quick Start Guide

iStorage diskGenie button panel



The **“Cancel”** button can be used to:

- Cancel current operation
- Return to the previous step when you knowingly entered a wrong password
- Exit the Admin Mode

The button can be used to access the iStorage diskGenie and it can also be used as an OK acknowledgement in the following operations:

- Entering a password
- Confirming a new password

The indicator light displays the following colors to indicate the various modes of operation:

- Red: Standby Mode
- Blue: Admin Mode
- Green: User Mode

The indicator light has other display methods to indicate different status of the iStorage diskGenie. Details are provided later in this chapter.

iStorage diskGenie - Getting Started

Before you begin

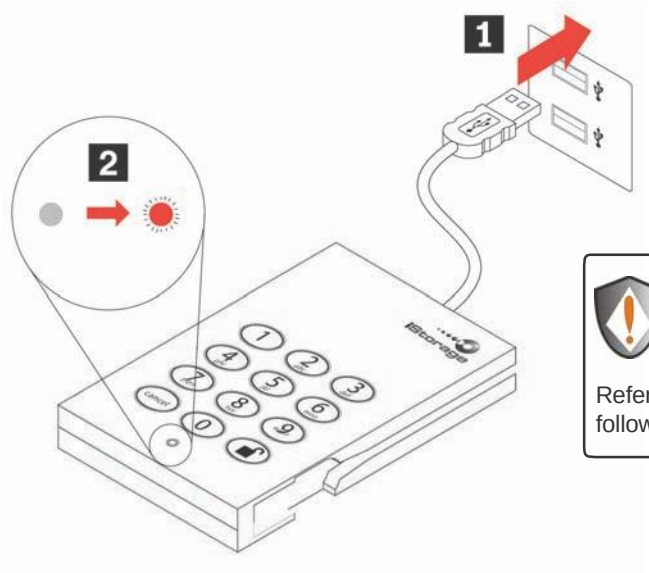
Be sure to review the following information before you begin to use the iStorage diskGenie.

Attention: Use only the included cables with your iStorage diskGenie. You might damage the drive if you use a cable not included with the iStorage diskGenie.

The iStorage diskGenie is designed for portable use without an AC power adapter and in most cases will be able to power on a single USB port. In the event that the iStorage diskGenie is unable to power on a single USB connection, use the included USB Y-cable.

Connecting the iStorage diskGenie

1. Attach the integrated USB cable of the iStorage diskGenie drive to an available USB port on your computer, as shown below.
2. The iStorage diskGenie indicator light should glow red.



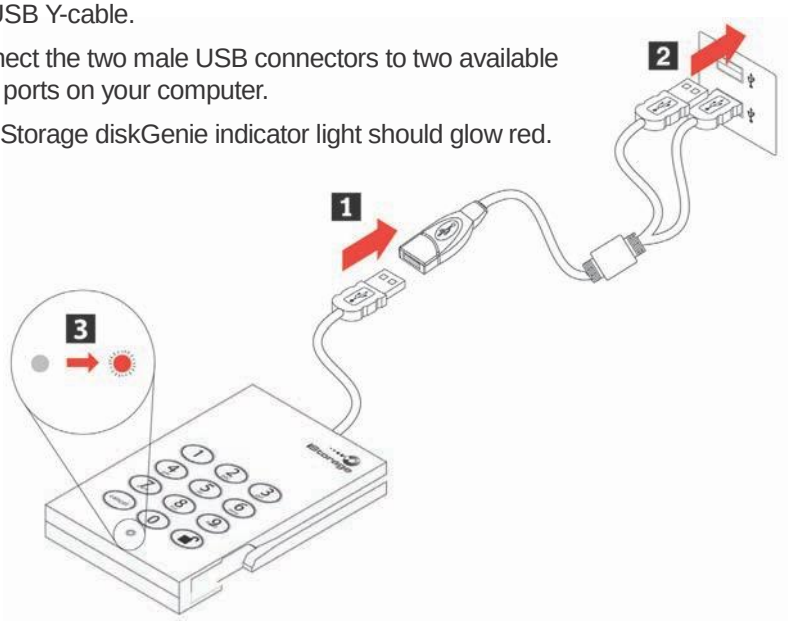
If the Indicator light does not power, use the included USB Y-cable.

Refer to directions on the following page

Connecting the iStorage diskGenie with USB Y-Cable

If the indicator light does not power on a single USB connection, use the included USB Y-cable.

1. Attach the iStorage diskGenie's integrated USB cable to the female connector of the USB Y-cable.
2. Connect the two male USB connectors to two available USB ports on your computer.
3. The iStorage diskGenie indicator light should glow red.



How do I use the iStorage diskGenie the first time?

You can use it in one of the following ways:

- Enter the Admin Mode with **123456** (default administrator password), and then you are able to change the Admin Password or create a User Password.
- Directly enter the Secure User Mode with **123456** (default Admin Password) to use the iStorage diskGenie.

What if I forget the User Password?

Use your Admin Password to enter Admin Mode, and then create another User Password in Admin Mode.

Using the iStorage diskGenie

Entering and exiting the Standby Mode, Admin Mode, and User Mode

Entering the Standby Mode

The Standby Mode is the default working mode of the iStorage diskGenie and is the gateway to other working modes.

To enter the Standby Mode, attach the iStorage diskGenie to your computer. The drive automatically goes into Standby Mode and the indicator light turns red. In this mode, the iStorage diskGenie is locked. It cannot be recognized by **My Computer** and it does not provide either the regular functions or the encryption function.However, it enables you to enter and switch between the Admin Mode and the User Mode.

Attention: To switch between the Admin Mode and the User Mode, you are required to switch to the Standby Mode first, and then you can enter the mode of your choice.

Entering the User Mode

To enter the User Mode, do the following:

1. Attach the Secure Hard Drive to your computer. It enters the Standby Mode.
2. Enter the User Password or the Admin Password (the default Admin Password is **123456**) and press . The indicator light turns green indicating that the drive is in the User Mode. If the indicator light flashes red, you need to re-enter the correct password.

Exiting the User Mode

To exit the User Mode, double-click the **Safely Remove Hardware** icon from the Microsoft® Windows® desktop, and then remove the iStorage diskGenie from your computer.

Attach the iStorage diskGenie to your computer again and the indicator light turns red. This indicates that you are in the Standby Mode.

Entering the Admin Mode

Note: The iStorage diskGenie cannot be recognized by the operating system in the Admin Mode.

To enter the Admin Mode, do the following:

1. Attach the USB cable to an available USB port on your computer. The iStorage diskGenie goes into the Standby Mode, and the indicator light turns red.
2. Press and hold + 0 for five seconds until the indicator light flashes red. This indicates that you can enter the Admin Password.
3. Enter the Admin Password and press . The default Admin Password is **123456**. The iStorage diskGenie is in Admin Mode when the indicator light has changed to blue.

Exiting the Admin Mode

To exit the Admin Mode, press the **"Cancel"** button in the Admin Mode until the indicator light turns red. This indicates that you are in the Standby Mode.

Note: If the indicator light flashes red for a few seconds, indicating the iStorage diskGenie has returned to the Standby Mode, go back to Step 2. This is due to one of the following conditions:

- You entered an incorrect Admin Password in Step 3.
- No activity was detected within two minutes in the Admin Mode.

Password Management

This section provides information about managing your password in the Admin Mode and User Mode.

Changing the Admin Password

You can change the Admin Password by doing the following:

1. Enter Admin Mode (refer to page 9 for details).
2. Press and hold + 9 until the indicator light flashes blue.
3. Enter the new password and press (The Password must be a minimum of 6 digits and a maximum of 16 digits). The indicator light flashes green three times. See note below.
4. Re-enter the new Admin Password and press . The indicator light stays solid green for two seconds and the Admin Password is changed successfully.

Note: If the indicator light flashes red three times, this indicates that the password is less than 6 digits or more than 16 digits. Enter a password that contains 6 – 16 digits after the indicator light flashes blue intermittently.

1. If the indicator light flashes red intermittently and then blue intermittently, go back to step 3. This is due to one of the following conditions:
   - You waited longer than 10 seconds before entering a password.
   - The new password was entered incorrectly.
2. If no activity is detected within two minutes in the Admin Mode, the iStorage diskGenie will return to the Standby Mode.

Adding a new User Password

You can add a new User Password by doing the following:

1. Enter the Admin Mode (refer to page 9 for details).
2. Press and hold + 1 until the indicator light flashes blue intermittently.
3. Enter a User Password and press (a minimum of 6 digits and a maximum of 16 digits) The indicator light flashes green three times.
4. Re-enter the new User Password and press . If the indicator light stays solid green for two seconds, the User Password was added successfully.

Deleting the User Passwords

You can delete all User Passwords by doing the following:

1. Enter the Admin Mode (refer to page 9 for details).
2. Press and hold 7 + 8 + for five seconds until the indicator light flashes blue intermittently. After the indicator light flashes green three times and then blue intermittently.
3. Press and hold 7 + 8 + a second time for five seconds until the indicator light goes on solid green for two seconds and then back to solid blue, this indicates that the User Passwords were deleted successfully.

Changing the User Password

You can change the User Password by doing the following:

1. Enter User Mode (refer to page 8 for details).
2. Press and hold + 1 until the indicator light flashes red.
3. Enter your old password and press . The indicator light will turn green, then change to flashing blue.
4. Enter the new password and press (The Password must be a minimum of 6 digits and a maximum of 16 digits). The indicator light will flash green three times.
5. Re-enter the new User Password and press . The indicator light stays solid green for two seconds and the User Password is changed successfully.

iStorage diskGenie Brute Force Protection

What is Brute Force Attack?

In cryptanalysis, a brute force attack is a method of defeating a cryptographic scheme by systematically trying a large number of possibilities; for example, a large number of the possible keys in a key space in order to decrypt a message. In most schemes, the theoretical possibility of a brute force attack is recognized, but it is set up in such a way that it would be computationally infeasible to carry out. Accordingly, one definition of “breaking” a cryptographic scheme is to find a method faster than a brute force attack.

How does the iStorage diskGenie protect against brute force attack?

1. With the drive locked and in the standby state the LED is red solid
2. After six tries to enter the correct user or admin password the keypad will not respond and LED will turn off. The drive will need to be unplugged from the USB port and repluged. This will be repeated for each six unsuccessful attempts.
3. If the user, unsuccessfully tries to unlock the drive on his 50th try the keypad will lock and the LED will begin blinking quickly. Even if unplugging and replugging the drive will remain locked with the LED blinking quickly
4. Here are the steps to allow the user to unlock the keypad for 50 more attempts to unlock his drive.

    a. Unplug the device from the computer

    b. Push and hold the number five key and plug-in the drive

    c. The LED will be blinking alternating red and green fast

    d. Enter the code **5278879**

    e. The keypad will unlock and will be in the standby state with the LED solid red, this will allow only 50 more attempts

    g. After a total of 100 Attempts the drive will remain locked with the LED flashing red quickly. You must now go through the reset process and reformat the drive to be able to use the drive again. (see page 8)

Completely resetting the iStorage diskGenie

If you forget all the User Passwords or Admin Passwords, you can perform a complete reset to remove all the User Passwords, and restore the Admin Password to the default **123456**.

Attention: Completely resetting the iStorage diskGenie will erase all the data on the drive. You will need to partition and format the iStorage diskGenie with disk management applications.

To perform a complete reset of the drive, do the following:

1. Press and hold the **“Cancel”** button while you attach the iStorage diskGenie to an available USB port on your computer. The indicator light will flash blue and red alternately.

   Note: If no activity is detected for 30 seconds in this step, the iStorage diskGenie will go into the Standby Mode.

2. Press and hold **“Cancel”** + + 2 for 10 seconds until the indicator light turns solid green for two seconds. You have successfully reset the iStorage diskGenie.

Initializing and formatting the iStorage diskGenie after a complete reset

A complete reset of the iStorage diskGenie will erase all information and partition settings. You will need to initialize and format the iStorage diskGenie.

To initialize your iStorage diskGenie, do the following:

1. After a complete reset, attach the iStorage diskGenie to the computer.
2. Wait 5 seconds for the computer to renumerate the device.
3. Enter the default User Password **123456** and press to enter the User Mode.
4. Right-click **My Computer**, and then click **Manage** from the Windows desktop.

5. In the Computer Manage window, click **Disk Management**. In the Disk Management window, the iStorage diskGenie is recognized as an unknown device that is uninitialized and unallocated.
6. Do the following to make the drive recognized as a basic drive.
    - If the Initialize and Convert Disk Wizard window opens, click **Cancel**, then initialize the disk manually using the following steps.
        a. Right-click Unknown Disk, and then select Initialize Disk.
        b. In the Initialize Disk window, click **OK**.
7. Right-click in the blank area under the Unallocated section, and then select New Partition. The Welcome to the New Partition Wizard window opens.
8. Click **Next**.
9. Select Primary partition and click **Next**.
10. If you need only one partition, accept the default partition size and click **Next**.
11. Click **Next**.
12. Create a volume label, select Perform a quick format, and then click **Next**.
13. Click **Finish**.
14. Wait until the format process is complete. The iStorage diskGenie will be recognized and it is available for use.

Hibernating, Suspending, or Logging off from the Operating System

Be sure to save and close all the files on your iStorage diskGenie before hibernating, suspending, or logging off from the Windows operating system.

It is recommended that you log off the iStorage diskGenie manually before hibernating, suspending, or logging off from your system.

To log off the iStorage diskGenie, double-click Safely Remove Hardware on the Windows desktop and remove the iStorage diskGenie from your computer.

Attention: To ensure the data integrity of your iStorage diskGenie, be sure to lock or log off your iStorage diskGenie if you are:

- away from your computer
- using the switching user function by sharing a computer with others

Troubleshooting

This section contains troubleshooting information for the iStorage diskGenie. If you encounter any of the following problems when using the iStorage diskGenie, refer to the corresponding answers.

Q: How do I use the iStorage diskGenie the first time?

A: You can use it in one of the following ways:

- Enter the Admin Mode with **123456** (default administrator password), and then you are able to change the Admin Password or create a User Password
- Directly enter the Secure User Mode with **123456** (default Admin Password) to use the iStorage diskGenie

Q: What can I do if I forget the User Password?

A: Use your Admin Password to enter Admin Mode, and then create another User Password in Admin Mode.

Q: What can I do if I forget the Admin Password?

A: There is no other way to retrieve the Admin Password except a complete reset of the iStorage diskGenie. After a complete reset, all data will be lost and you will need to initialize, allocate and format the iStorage diskGenie manually. Then you will be able to use the default Admin Password **123456**.

Q: Why did the operating system not recognize the iStorage diskGenie after I enter the User Mode and completely reset the computer?

A: You need to initialize, allocate and format the iStorage diskGenie manually. For more information, refer to **Initializing and formatting the Hard Drive after a complete reset** in this manual.

Q: Can I initialize and format the iStorage diskGenie with Windows user account?

A: No, this is a Windows limitation, you must use the Admin account to initialize and format the iStorage diskGenie.

Q: How do I use the iStorage diskGenie without a password?

A: As a full disk encryption product, the iStorage diskGenie can never be used without a password.

Q: What encryption algorithm is used in this product?

A: The iStorage diskGenie uses AES 256-bit algorithm.

Q: Why could I not change my User Password which has the same digits as the Admin password?

A: You can change it only in the Admin Mode. In the User Mode, the User Password which has the same digits is created in the Admin Mode cannot be changed or deleted.

Q: Why could I not initialize, partition or format the iStorage diskGenie?

A: Ensure that you have administrator privileges. You can use only the administrator account to initialize, partition or format the iStorage diskGenie in the Admin Mode.

Technical Support

iStorage provides the following helpful resources for you:

1. iStorage's Website (**http://www.istorage-uk.com**)

   This gives you the ability to check for up-to-date information.

2. E-mail us at **support@istorage-uk.com**

3. Or call the Technical Support Department at **+44 (0) 20 8537-3435**.

   iStorage's Technical Support Specialists are available from 9:00 a.m. to 5:30 p.m., GMT, Monday through Friday.

Warranty and RMA information

One Year Warranty:
iStorage offers a 1-year warranty on the iStorage diskGenie against defects in materials and workmanship under normal use. The warranty period is effective from the date of purchase either directly from iStorage or an authorized reseller.

Disclaimer and terms of the warranties:

THE WARRANTY BECOMES EFFECTIVE ON THE DATE OF PURCHASE AND MUST BE VERIFIED WITH YOUR SALES RECEIPT OR INVOICE DISPLAYING THE DATE OF PRODUCT PURCHASE.

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THIS WARRANTY DOES NOT EXTEND TO ANY PRODUCT NOT PURCHASED DIRECTLY FROM ISTORAGE OR AN AUTHORIzED RESELLER OR TO ANY PRODUCT THAT HAS BEEN DAMAGED OR RENDERED DEFECTIVE: 1. AS A RESULT OF ACCIDENT, MISUSE, NEGLECT, ABUSE OR FAILURE AND/OR INABILITY TO FOLLOW THE WRITTEN INSTRUCTIONS PROVIDED IN THIS INSTRUCTION GUIDE: 2. BY THE USE OF PARTS NOT MANUFACTURED OR SOLD BY ISTORAGE; 3. BY MODIFICATION OF THE PRODUCT; OR 4. AS A RESULT OF SERVICE, ALTERNATION OR REPAIR BY ANYONE OTHER THAN ISTORAGE AND SHALL BE VOID. THIS WARRANTY DOES NOT COVER NORMAL WEAR AND TEAR.

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